



Results of 2005 Election Questionnaire

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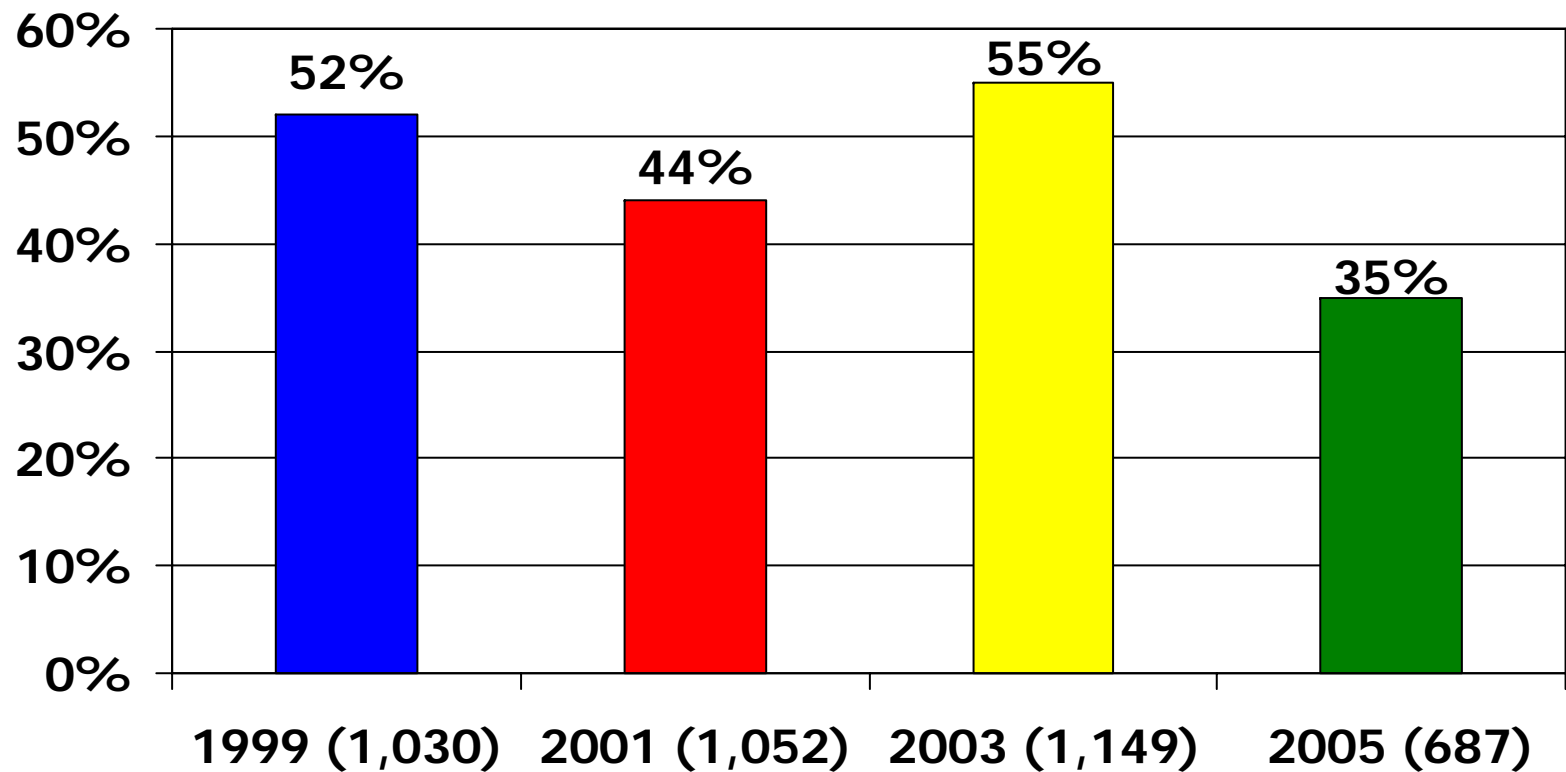


Summary

- 687 Responses or 35% of voters (lower rate than previous years).
- Overall City Services score well. In Police, Public Works & Recreation, the largest response was "Excellent" or "Good" and the scores are 3.56 or better.
- Rating scale switched from 4 point to 5 point scale.

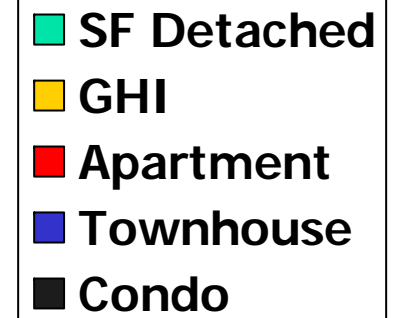
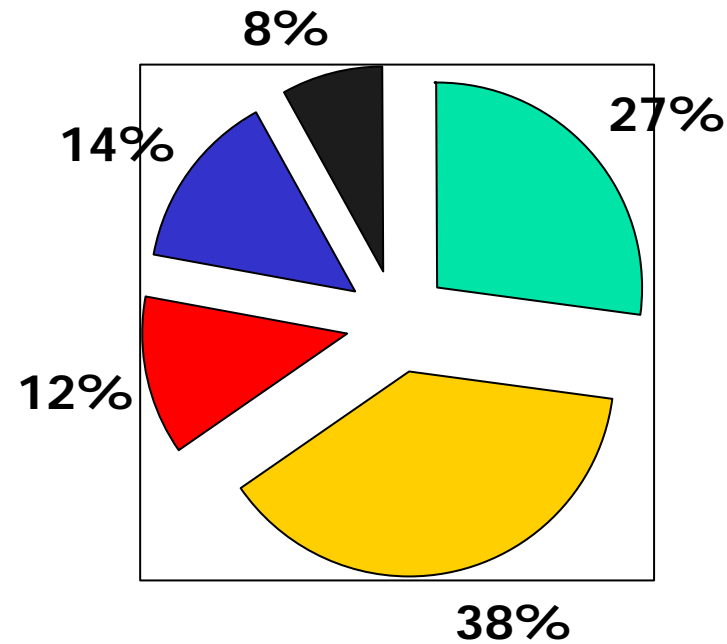


Response Rate: Last 4 Surveys

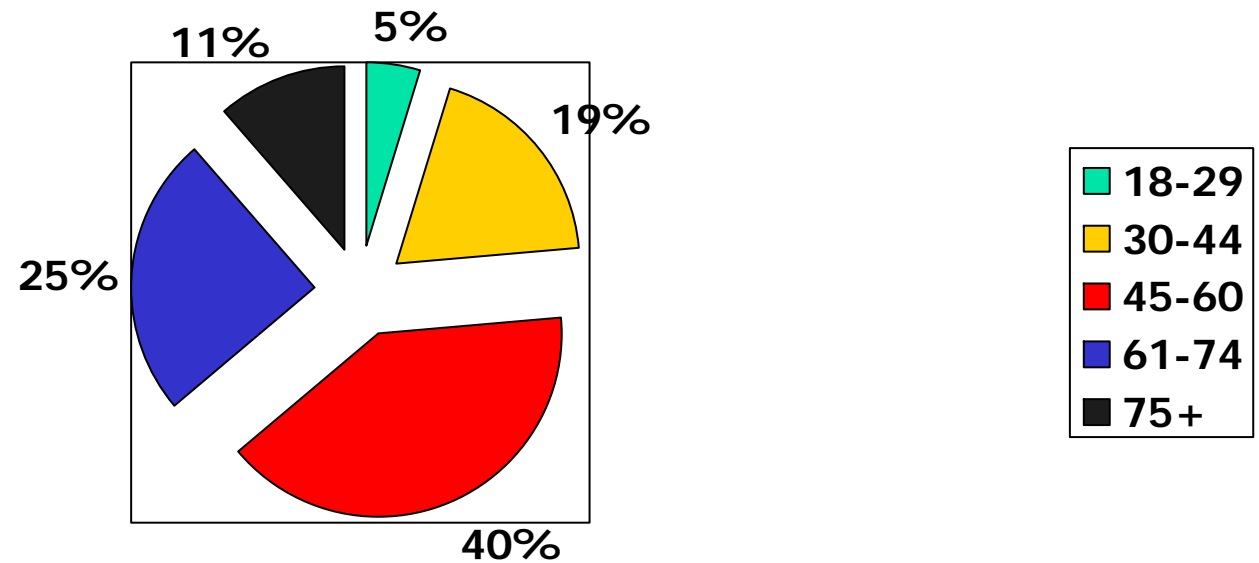




Housing Type

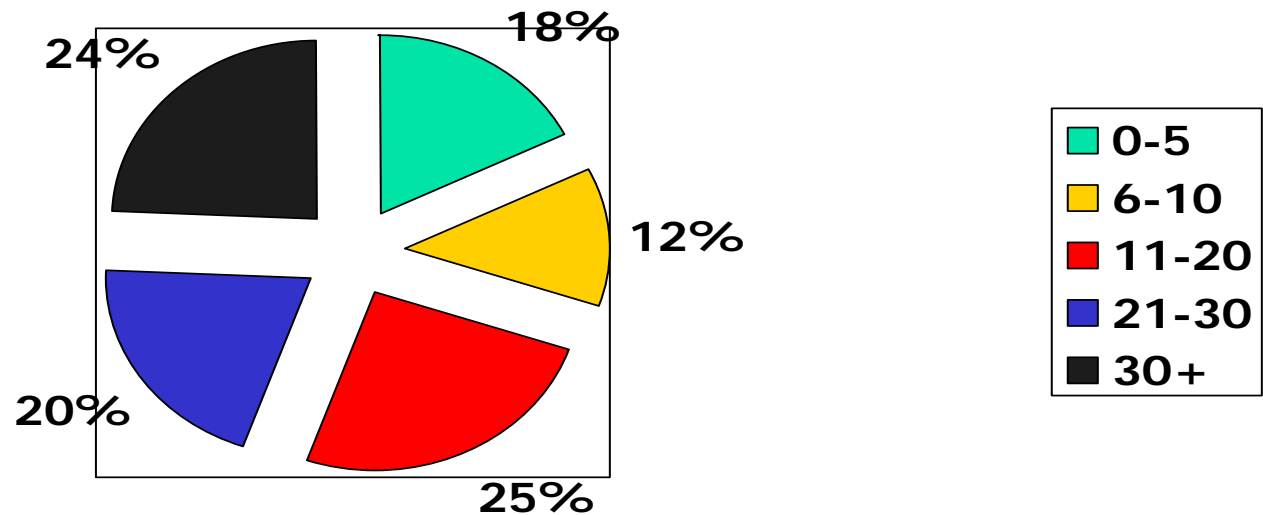


Respondent's Age



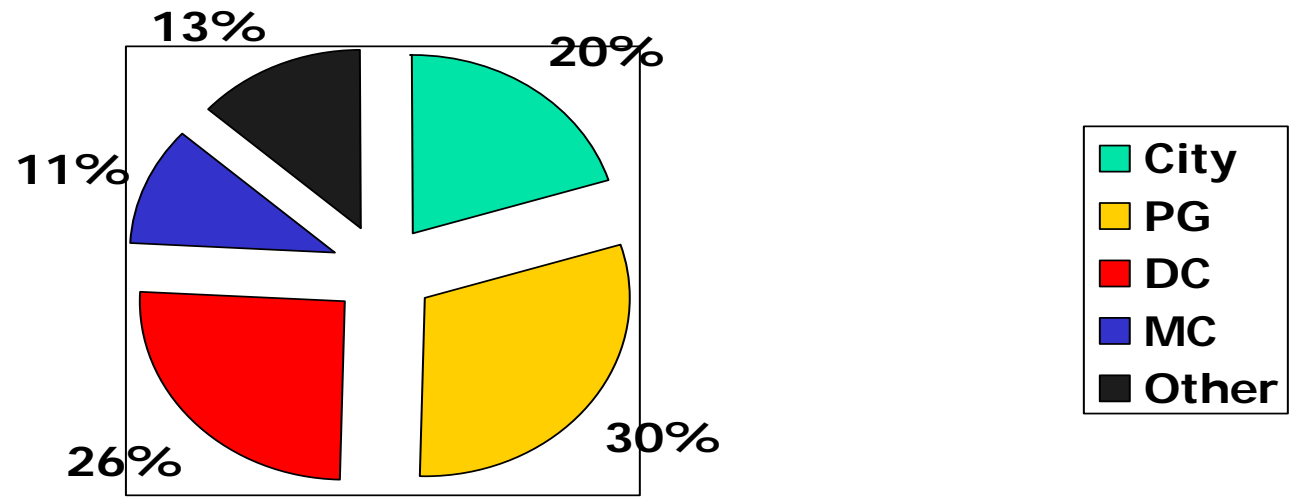
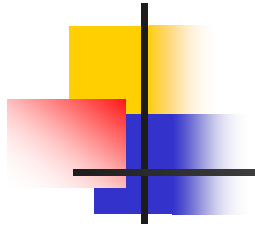
76% of respondents are over age 45.

Years Lived in Greenbelt



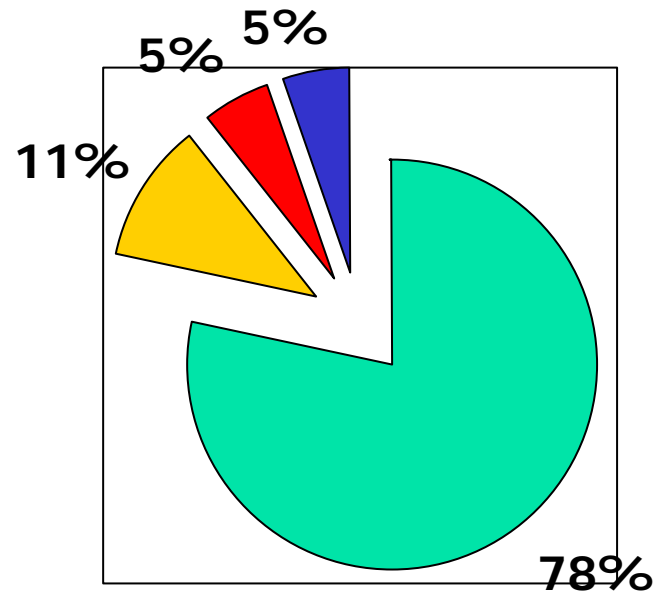
45% of Respondents have lived here more than 20 years!

Work Location



76% of Respondents work in the City, County or DC.

Commute to Work





CHANGE IN RATING SCALE

2003

4 Point Scale

- Excellent
- Good
- Fair
- Poor

2005

5 Point Scale

- Excellent
- Good
- Average
- Fair
- Poor



Comparison to 2003 Results

- It is difficult to gauge impact of rating scale change. All scores increased 20-32%.
- Staff believes that a 25% increase means “no change”
- If true, 16 of 22 scores improved, while 6 went down.



The Highs & The Lows

Top Rated Services

- Senior Programs
- Fire & Rescue
- Horticulture/Planting
- Special Events
- Community Center
- Parks/Trails

Lowest Rated Services

- Youth Center
- Street Lighting
- Traffic Control
- Parking Enforcement
- SHL Rec. Center



Overall Scores

- In the 3 main categories (Public Safety, Public Works & Recreation), the largest response was “Excellent” or “Good.”
- Scores in these 3 groups were 3.56 or better.



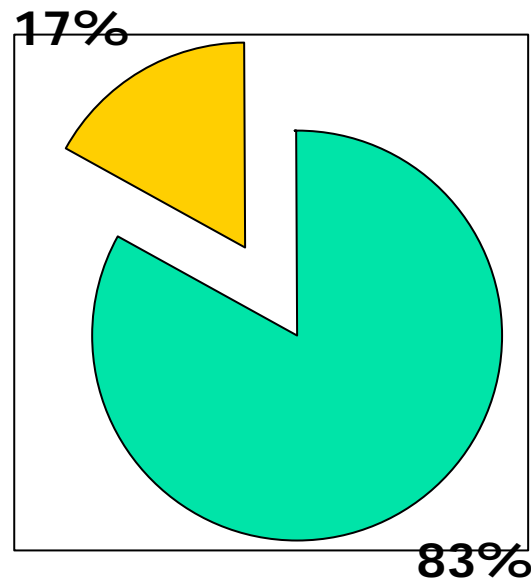
Overall Average Score (by Precinct)

Rating scale is 1.00 to 5.00

- Precinct 3 3.91
- Precinct 6 3.82
- Precinct 8 3.50
- Precinct 13 3.79

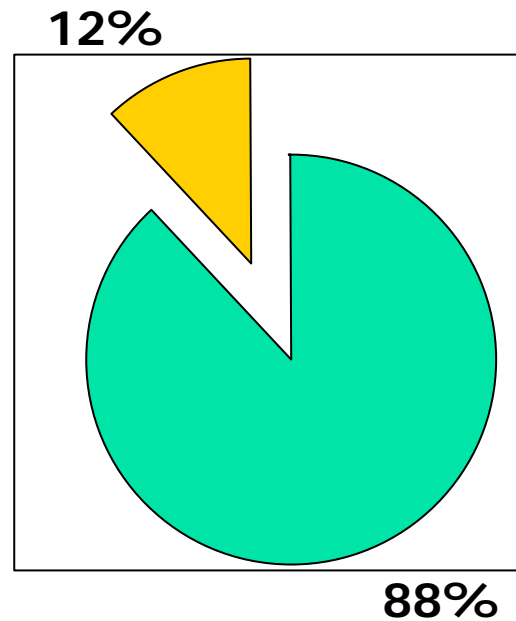
Police Department

Were you assisted satisfactorily?



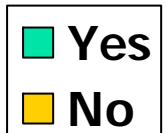
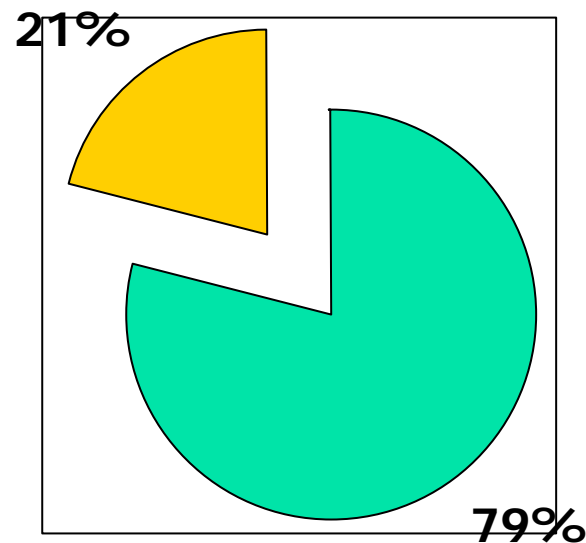
Police Department

Was the employee polite & courteous?



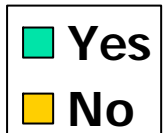
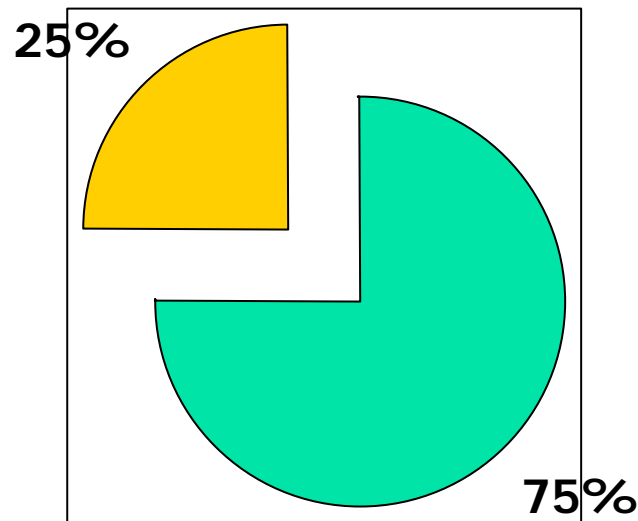
Community Dev./Code Enforcement

Were you assisted satisfactorily?



Community Dev./Code Enforcement

Was the employee polite & courteous?





Recreation Department

Two new questions were asked?

Which programs are you most likely to attend?

- *weekend family recreation activities*
- *special events*
- *teen/adult classes or leagues*

What factors prevent you from using Rec. services?

- *don't have time*
- *no factors*



GAIL Program

Are you aware of GAIL programs?

- *43% of respondents said "yes"*

Would you utilize respite care provided by volunteers?

- *77% of respondents said "yes"*



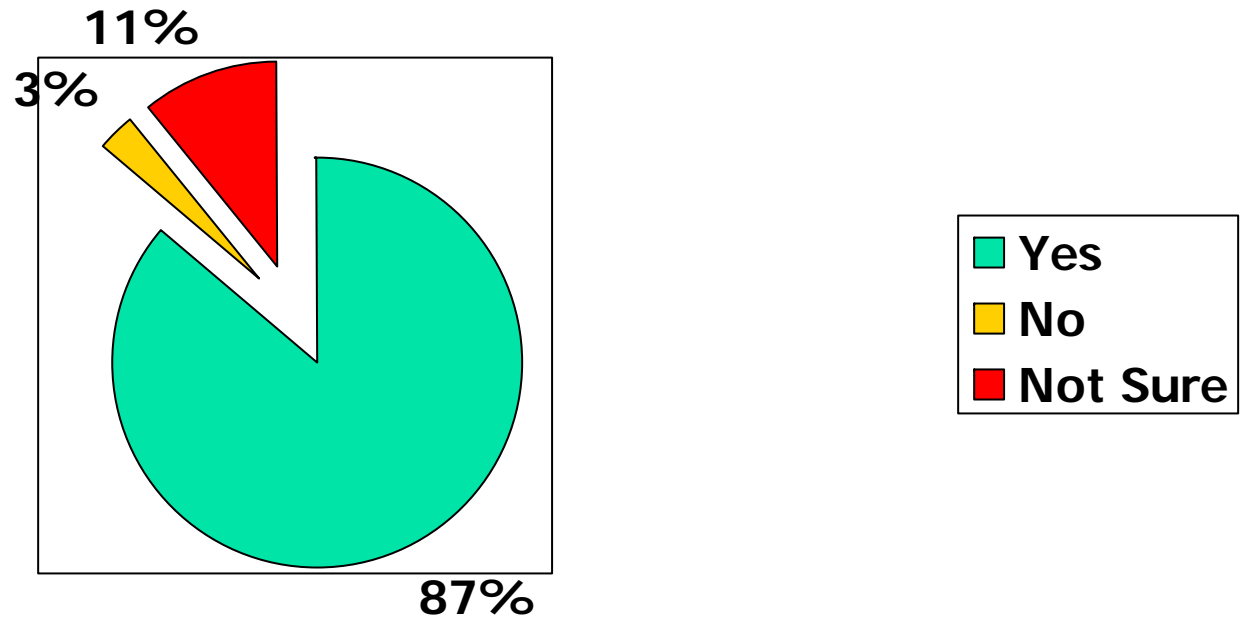
Most Critical Needs in Schools

- Smaller Classes
- More Teachers

(These were the two highest needs in 2003 and 2001 as well.)



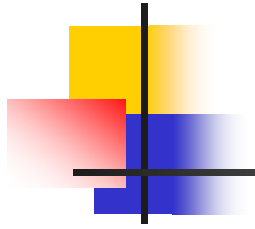
Do you know which items to recycle?





Public Information Questions

- 41% have watched programming on Channel 71
- 79% have internet access
- 43% visited the City's website
- 67% prefer to receive City information via the News Review.



General Comments

- There are 54 pages of responses to the “open-ended” and “General Comments” questions.
- The responses are too numerous and varied to categorize.
- They are very interesting to read.



The End

While there is always room for improvement, overall the results are very positive.

Congratulations to the citizens, Council and employees of **Greenbelt** for a job well done!